# APS6 Support Needs Assessor Position Description

**Table 1: Primary details of position**

| Heading | Details |
|---|---|
| Job title | NDIA APS6 Support Needs Assessor |
| Classification | APS6 |
| Location | National (Geographically dispersed across all Service Delivery locations) |
| Reports to | To be determined |

## Role

**Why your role matters:**

- You make assessment processes high-quality, accessible and respectful by communicating clearly with participants, using trauma-informed and culturally safe approaches so people understand the process and feel heard.
- You turn complex information into clear and consistent assessments that reflect a participant's needs and circumstances, while critically evaluating evidence to uphold safeguarding, integrity and ethical practices.
- You collaborate across teams and systems to ensure assessments consider relevant interfaces and support coordinated, high-quality, inclusive and person-centred outcomes.

## Duties and responsibilities

- Conducting support needs assessments by gathering information from participants and their representatives.
- Analysing and synthesising information, interpreting and validating external evidence, and seeking further information if required to inform evidence-based decisions regarding a participant's support needs.
- Preparation of clear and accurate written assessment reports.
- Applying policies and procedures using sound judgement, while maintaining a participant-centred approach.
- Communicating respectfully and clearly with participants, families, representatives and support networks, including explaining assessment processes and outcomes through both virtual and face-to-face channels.
- Identifying and escalating issues based on complexity, risk or policy limitations, ensuring appropriate and timely resolution.
- Identify and managing conflict of interest.
- Collaborating with colleagues across the NDIA to support the planning process while contributing to service improvements.
- Using digital tools to capture information and outcomes while managing information accurately and securely.
- Demonstrating flexibility in delivering assessments across a range of settings, adapting methods to suit individual participant needs and preferences.
- Contributing to a culture of learning and growth by providing mentoring and support to team members.

Note: Key responsibilities of the role are based on current priorities and may change over time.

## Skills required for the position

- **Communication and Stakeholder Engagement:** Communicates complex and/or sensitive information clearly. Adapts communication style to suit diverse audiences and influence stakeholders, understands stakeholder priorities to support participant-focused outcomes.
- **Assessment and Interviewing Skills:** Uses professional expertise to gather, analyse and interpret information through guided conversations and assessment methods. Provides clear, evidence-based recommendations to inform planning and service delivery.
- **Decision-Making and Strategic Thinking:** Applies sound judgement and risk management principles to make defensible, evidence-based decisions, solve complex problems and improve service quality through continuous improvement. Communicates rationale clearly to ensure transparency and understanding.
- **Inclusive, Accessible and Person-Centred Practice:** Demonstrates commitment to inclusive, accessible and culturally safe practice. Actively contributes to creating an inclusive workplace where people feel respected and valued. Applies cultural awareness and person-centred approaches to ensure people feel respected, heard and supported, and actively removes barriers to participation.
- **Professionalism:** Consistently demonstrates organisational values and ethical standards. Acts with integrity and impartiality, setting a positive example through professional behaviour.
- **Trauma-Informed Practice:** Applies trauma-informed principles in interactions, particularly in complex or high-impact situations. Creates a psychologically and culturally safe environment and responds with empathy and respect.
- **Adaptability:** Adapts effectively during periods of change, coaching and mentoring others to navigate uncertainty, manage complexity, and overcome challenges.
- **Knowledge and Assurance:** Applies advanced understanding of legislation, regulations, and policy frameworks. Ensures accuracy, compliance, and consistency in decisions by applying quality assurance practices. Reviews outcomes and guides others to maintain high standards.
- **Planning and prioritisation:** Demonstrates ability to manage competing priorities and completes work on time to meet operational requirements.

## Knowledge required for the position

- **Disability Knowledge:** Applies comprehensive knowledge and experience of disability to deliver person-centred, inclusive practice and support quality outcomes.
- **Legislation and operational frameworks:** Understanding of the *NDIS Act*, Rules, and operational guidelines to inform accurate assessments and to identify matters requiring escalation or demonstrated ability to quickly acquire knowledge of relevant legislative frameworks.
- **Support Needs Assessment and planning processes:** Knowledge of assessment approaches, including guided conversations, and the ability to gather, analyse and synthesise participant information into clear, consistent assessments.
- **Evidence interpretation and assessment quality:** Ability to evaluate the quality, relevance and sufficiency of evidence, and to articulate assessment findings in a clear, objective and defensible manner.
- **Systems and technology:** Familiarity with customer relationship management or other digital case management and financial systems, with ability to search, interpret, and interrogate documentation and notes.
- **Privacy and confidentiality and ethical practice:** Knowledge of privacy legislation, confidentiality principles and ethical practice obligations to manage sensitive participant information appropriately.

## Qualifications and/or Experience

Recognised tertiary qualification in allied health such as:

- Occupational Therapy
- Physiotherapy
- Speech Pathology
- Social Work
- Psychotherapy
- Dietetics
- Exercise Physiology
- Rehabilitation Counselling
- Counselling

Or clinicians with a tertiary qualification in a relevant health discipline:

- Registered nurses (RN)
- Enrolled nurses (EN)
- Clinicians with an Education degree
- NDIS Behaviour Support Practitioner

Experience in the administration of assessments of support need, or other relevant assessment frameworks, with a strong commitment to person-centred and strengths-based approaches.

## Working conditions

- Working in a shared office environment (hot-desking), which may include background noise and general workplace conversations, and working from home or other remote locations as required.
- Scheduled and regular in-person engagement with participants, including attending NDIA office locations, subject to reasonable adjustments.
- Spending extended periods at a desk or workstation.
- Using NDIA business systems to complete work tasks and regularly performing computer-based tasks, use telephony, software applications and video conferencing tools (e.g., Microsoft Teams) for calls and meetings.
- Being comfortable working in environments where assistance animals may be present.